

## UPDATE: Final HwLA Matched Close-Out

This Provider Bulletin is intended to give Community Partner (CP) clinics information on the final close-out items for the program.

### Claiming and Billing Deadline for HwLA Matched

The claiming and billing deadline will be extended to May 1, 2014 to submit new FY 13/14 claims and for appeals. It is recommended that you submit all claims as early as possible to allow sufficient time for appealed claims.

### HwLA Matched Pending Applications

As of February 20, 2014, all HwLA Matched pending applications have now been dispositioned (approved or denied). Approved patients are in the process of transitioning to Medi-Cal.

### Membership Reports

The last HwLA Enrollment Report that will be sent to the CP clinics will be on March 10<sup>th</sup>. This will be the final HwLA enrollment report and will reflect your final December membership. The report will capture anyone who is active through December 31, 2013 (and would reflect the pending patients that have now been approved/denied). If any patients show as pending in your report, review YBN for final status determination.

### YBN Access

As previously noted in the Provider Bulletin #17, CPs will be able to view YBN in read-only mode through March 31, 2014. However, YBN read-only mode access is being extended for super users through April 30, 2014 (CPs may identify whoever they would like to be the "super users" who will maintain access until April 30, as long as it does not exceed their current number of super users.).

### Due Process

[HWLADueProcess@DHS.LACounty.gov](mailto:HWLADueProcess@DHS.LACounty.gov) is scheduled to close on March 14, 2014. After March 14, 2014, the Due Process Email address will no longer be monitored or responded to.

### Cancellation of HwLA Matched Pending Claims:

In order to close out the program and address all outstanding "Matched Pending Claims", DHS will be cancelling all matched pending claims from FY 11-12, FY 12-13, and FY 13-14 (primary, specialty, and its associated pharmacy claims) for all CP clinics. **In order for the claim to be paid in full, AIA must cancel these claims and the CP needs to resubmit the claim with demographic information that matches exactly to the 'Monthly Enrollment Roster' sent to the Community Partners by DHS** (typically on or around the 10<sup>th</sup> of each month by Margaret Lewinson).

A 'Matched Pending Claim' is a claim that was submitted by a CP clinic for which there is "no application" that matches to the claim and has therefore been paid at a "matched pending" rate of \$94. It is anticipated that AIA will cancel all FY 2013-14 claims on March 10, 2014, all FY 2012-13 claims on March 13, 2014 and all FY 2011-12 claims on March 17, 2013. DHS sent each CP a report of their Matched Pending claims on February 3, 2014.

The HwLA Operations team has reviewed a sample of matched pending claims and found that the majority were due to the claim not matching 100% to the demographic information on the eligibility file because of

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demographic errors. The other Matched Pending claims are not matching because there was no application on file or the application was denied. Please note that you may not bill the Unmatched program if there was no application or if the application was denied.<sup>1</sup>

However, claims for which there is an approved application on file should be paid at the full Matched rate.

After March 17, 2014, the “corrected” claims (to match the information on the eligibility file) may be resubmitted to AIA for all Fiscal Years (FY 2011-12, FY 2012-13 and FY 2013-14).

### **Recoupments for Denied Applications**

In late March, we will be starting the recoupment process for denied applications in FY12-13 and FY13-14. Patients who were ineligible for the Matched program but are eligible for the Unmatched program( based on denial reason) will be automatically be moved to the Unmatched program. Patients who were ineligible for any other program will have their associative claims recouped in full. The process will apply to claims associated with applications denied in FY 2011-12, FY 2012-13, and FY 2013-14. Please refer to Provider Bulletin #9 for more information about the prior recoupment process.

### **Pharmacy Payments:**

AIA is scheduled to complete the special Remittance Advice (R.A.) to cancel and reprocess all pharmaceutical claims by March 7, 2014 for FY 13/14 and by March 21, 2014 for FY 12/13. After completion, the Department will begin releasing the outstanding payments for October 8, 2013 through January 3, 2014 pharmacy RAs after recouping any outstanding balance. On March 7, 2014 AIA will resume the weekly pharmacy RA.

### **File Fixes**

If an organization has multiple clinic sites and/or multiple programs and has submitted claims under the wrong site and/or wrong program, a file fix must be processed. All file fix requests must be submitted to AIA via email to [filefix@mapinc.com](mailto:filefix@mapinc.com) no later than April 30, 2014. Email subject must indicate the appropriate file fix reason (move claims between clinic sites within the same program or cancel claims and reprocess under the correct program). A separate email must be sent for each subject. In accordance with the HWLA Agreements, Billing and Payment Exhibits, file fix charges will be billed to your organization or be recouped from subsequent payments. For any questions related to file fix or to obtain a file fix template, please contact Manaz Billimoria at (562) 463-5000 extension 544.

### **\$10 HWLA Administrative Fee Payments**

New enrollments (approved applications) from July 2013 to December 31, 2013 and successful redeterminations from July 2012 to December 2013 will be paid by June 30, 2014, after a reconciliation of other recoupments outlined above are completed.

If you have any questions, please contact your Program Advocate.

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<sup>1</sup> For FY12-13 or FY13-14 denied applications, resubmit the claim for denied applications that are qualified for the unmatched program based on the denial reason (did not meet citizenship requirements or did not meet age requirements). These will automatically be moved to the unmatched program during the denied recoupment process for FY12-13 and FY13-14, as was the case during the recoupment process for FY11-12.